

Fig. 1

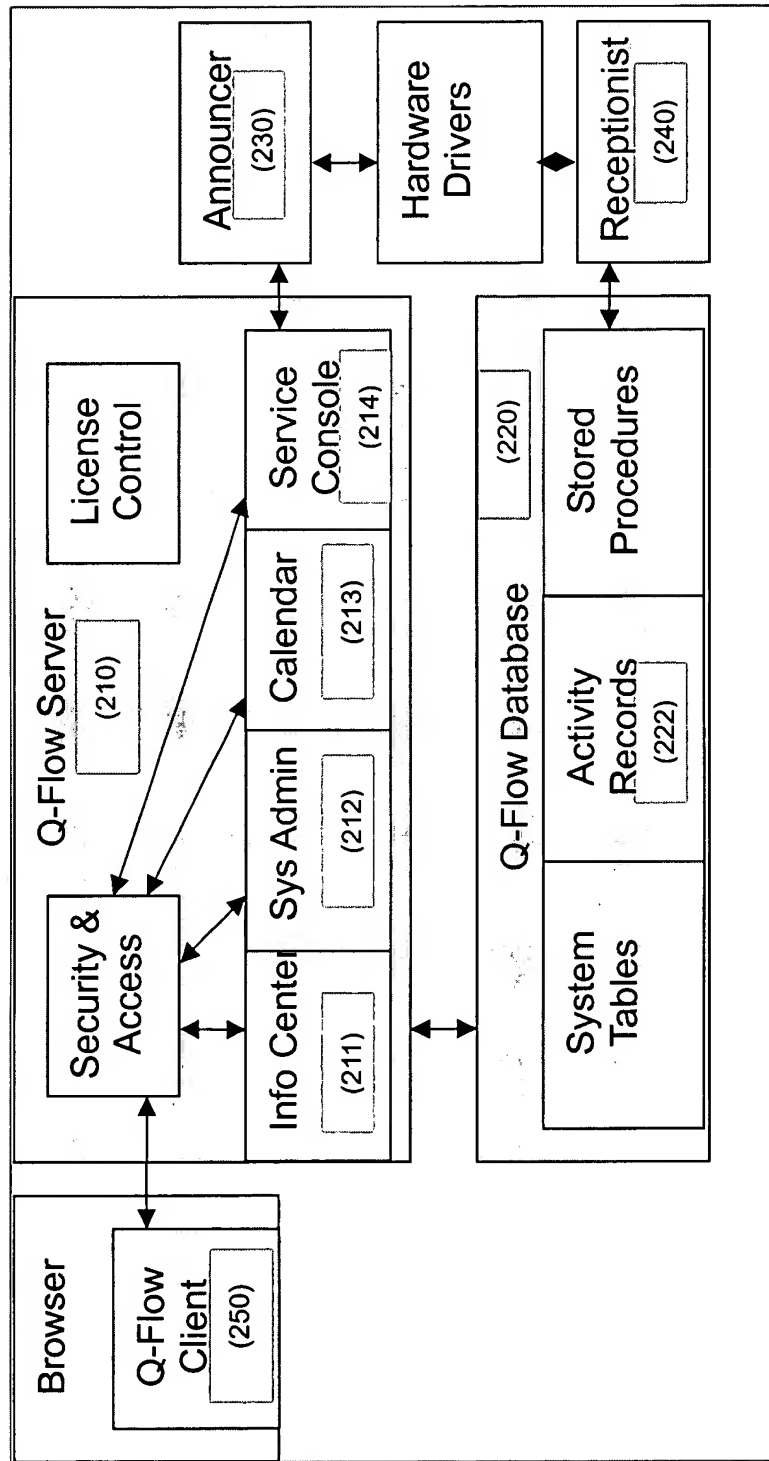


Fig. 2

Q-Flow™ Info Center - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss RealGuide

Address <http://si2/qflow/Reports/ReportsHome.aspx>

Links The Marker Yahoo! Dictionary Techlopedia calculate callflow Ynet Quantum AutoExpress Q-flow Home chief scientist

Google Search Site Search Web Search Images News PageRank Category Page Info Up Highlight

Q-Flow Service and Queue Management Info Center

Report Selection

Report Group: Agent Performance Analysis

Agents - Performance

From Date: 06/01/2003

To Date: 07/09/2003

Source Selection

Palo Alto Office

- ☐ Test
- ☐ California
- ☐ Santa Barbara Office
- ☒ Palo Alto Office
- ☐ Los Angeles Office

Bell Irene, 06/15/03

Activity Summary

First Sign-In	16:08	Last Sign-Out	10:50
Time Spent	18:41:27	Time Signed-Out	00:15:26
Signed-In Time	18:26:01	Service Finish Time	17:23
Service Start Time	16:13	Avg. Service Time	00:06:07
Total Service Time	00:30:36		
Served	5		

Sign-Out Summary

Sign-Out Reason	Elapsed Time
הפסקה	00:00:00
התעצות	00:00:00
לא ידוע	00:15:26

Activity Chart

Time Spent	10:00
Signed-In	16:00
Customer Service	
Incoming Phone Call	

310

Done Local intranet

Fig. 3

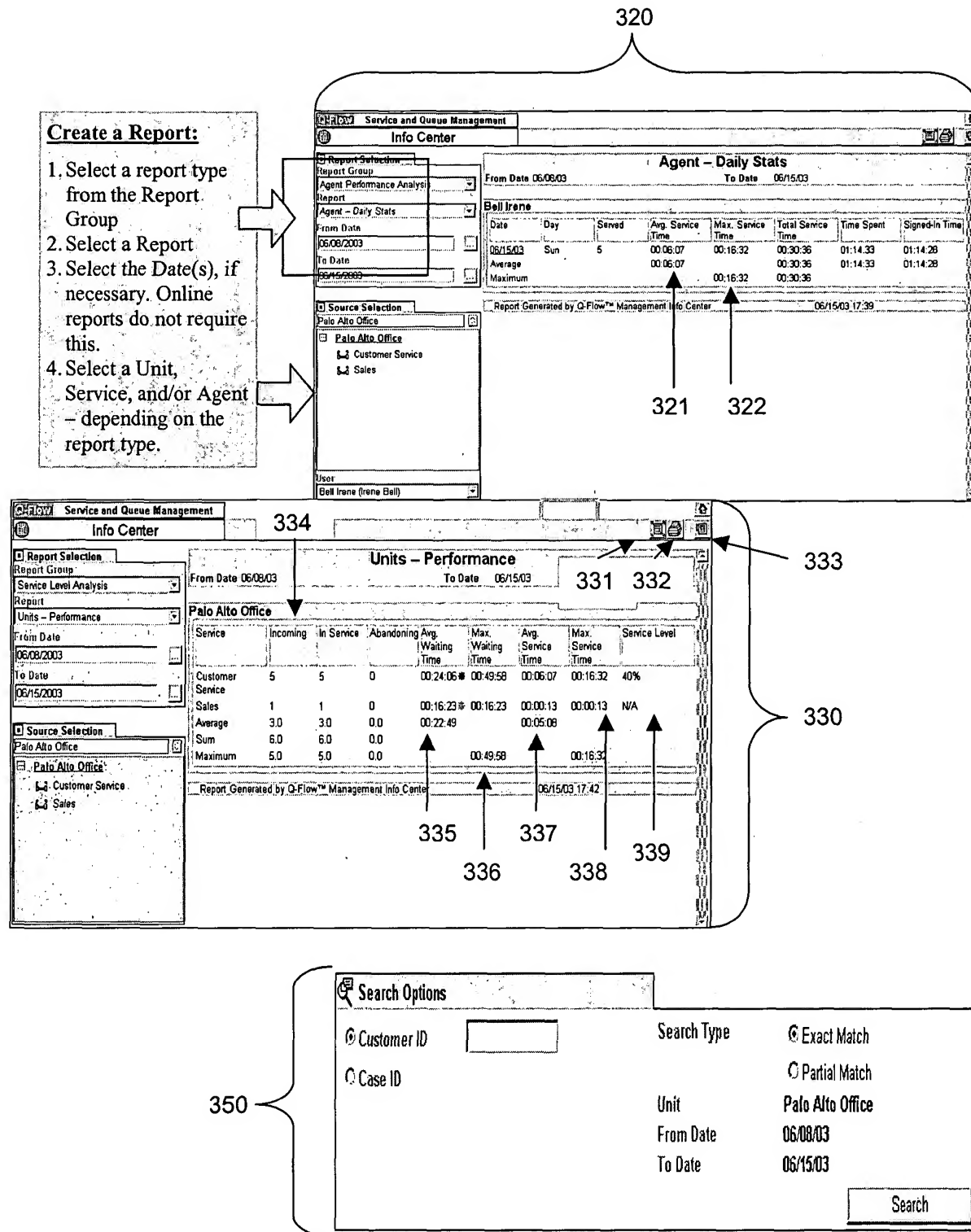


Fig. 3a

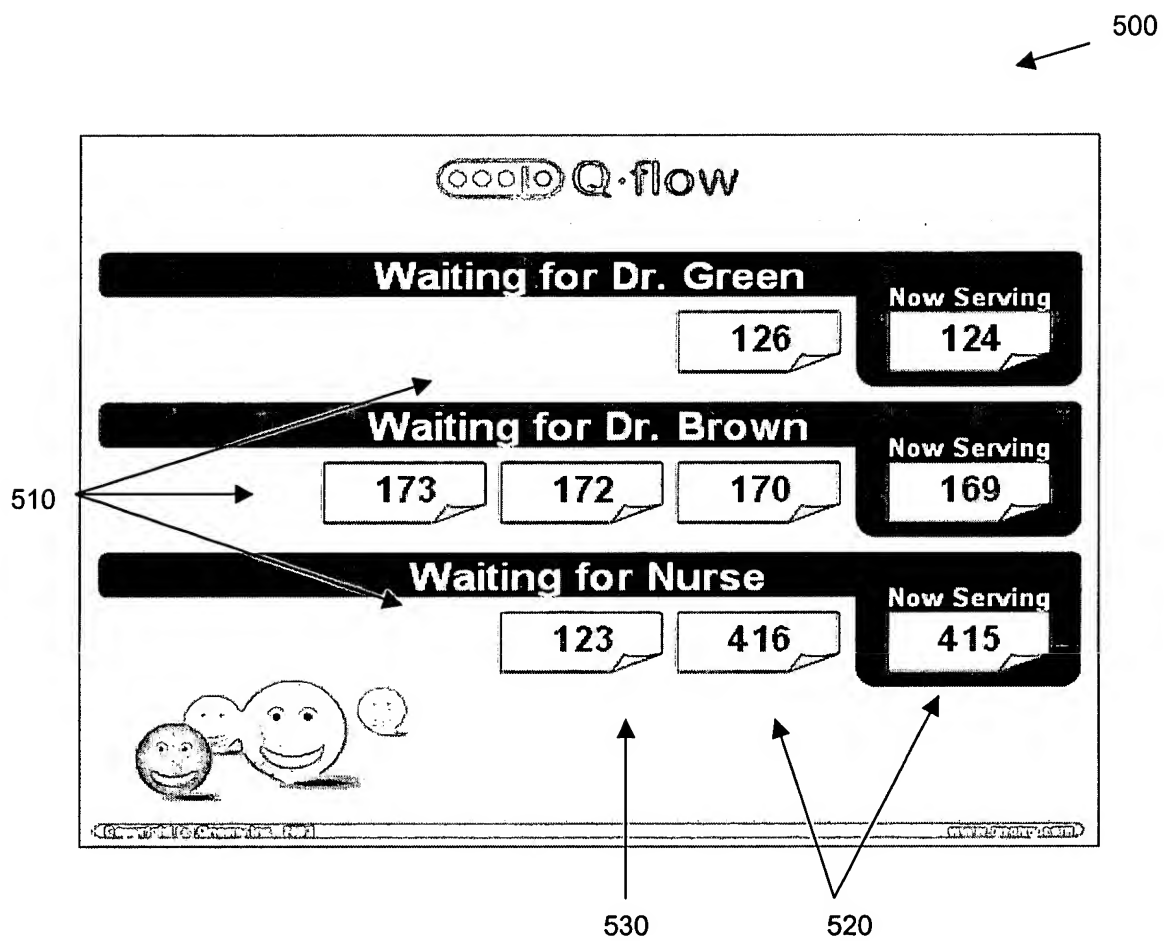


Fig. 5

Service Calendar - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home
Address http://st2/qflow/Calendar/ServiceCalendar.aspx
Links The Marker Yahoo! Dictionary Search Web
Google Search Site Search Images Search Site
Ynet Symantec Ynet Quantum AutoExpress Q-flow Home chief scientist
PageRank Category Page Info Up Highlight
Print Mail Edit Discuss RealGuide
Go

Service and Queue Management
Calendar

Day Selection
June 2003
Sun Mon Tue Wed Thu Fri Sat
25 26 27 28 29 30 31
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31 2 3 4 5

Calendar Selection
Sales
Palo Alto Office
Customer Service
Sales

06/29/03 Sales

Time	Status	Type	Ticket No.	Customer ID	Name	Action
08:00						
09:00						
10:00						
10:30				666-55-4591	Glick Bobby	Print Ticket
10:45				988-55-7436	Lempart Cathy	Enqueue
11:00				178-92-9999	Smith John	Enqueue
11:30				132-49-1232	Simpson Jenny	Enqueue
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						
19:00						
20:00						
21:00						
22:00						

Fig. 6

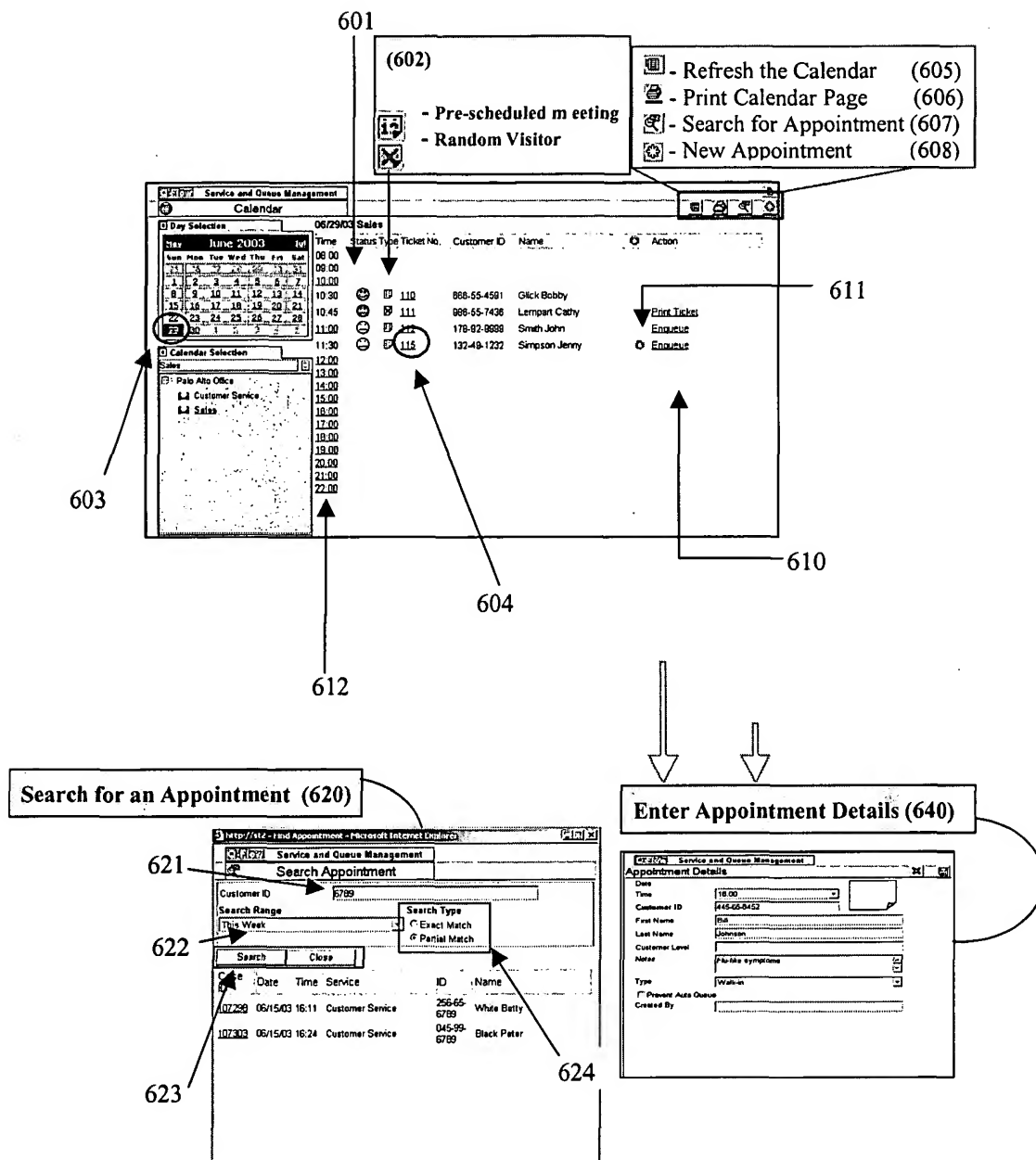


Fig. 6a

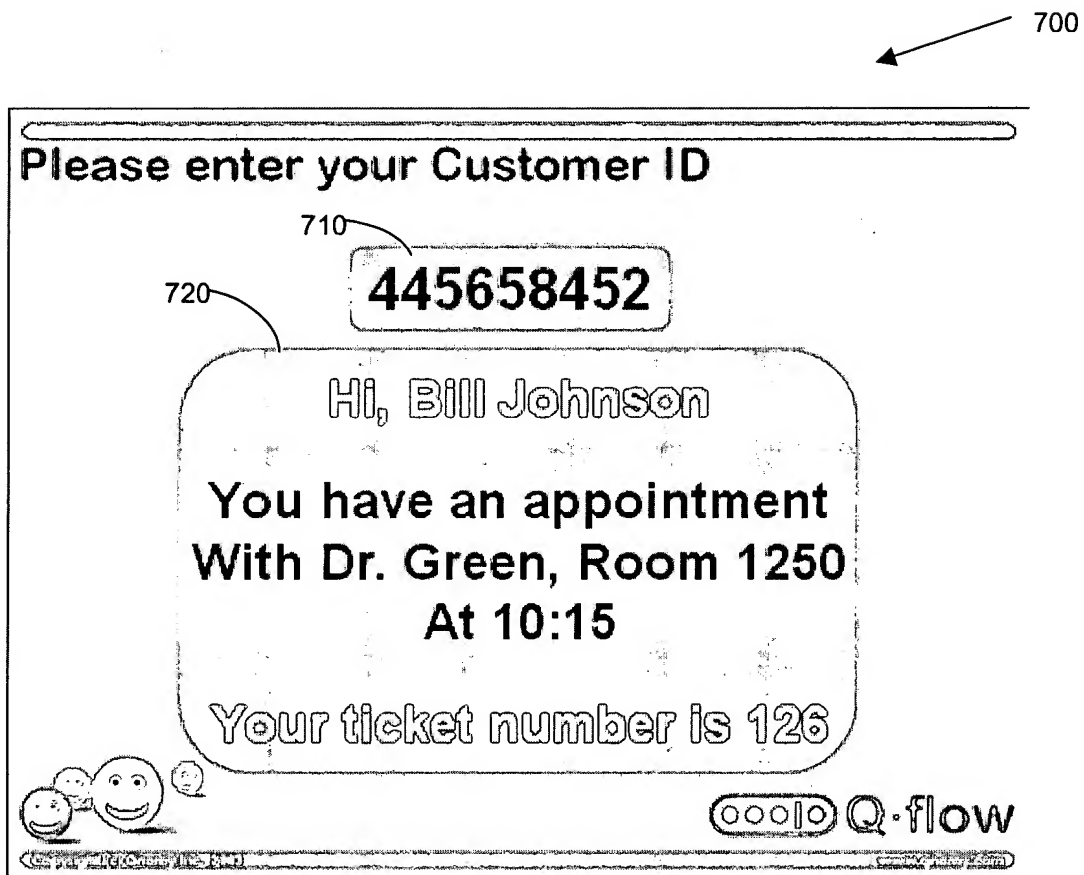


Fig. 7

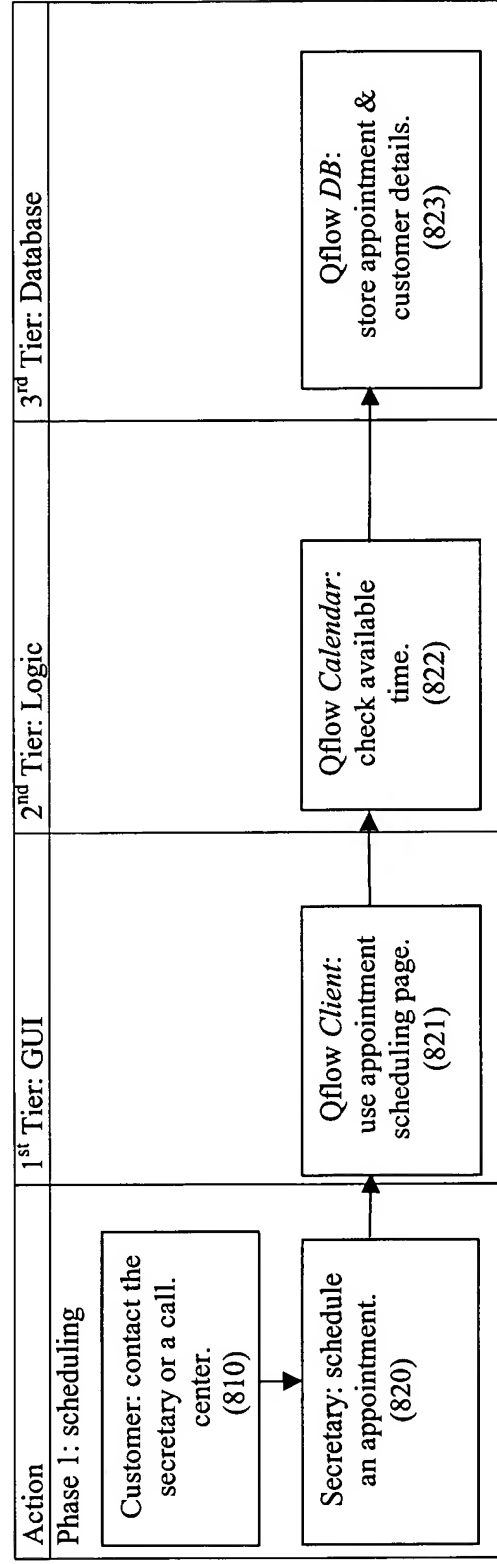


Fig. 8a

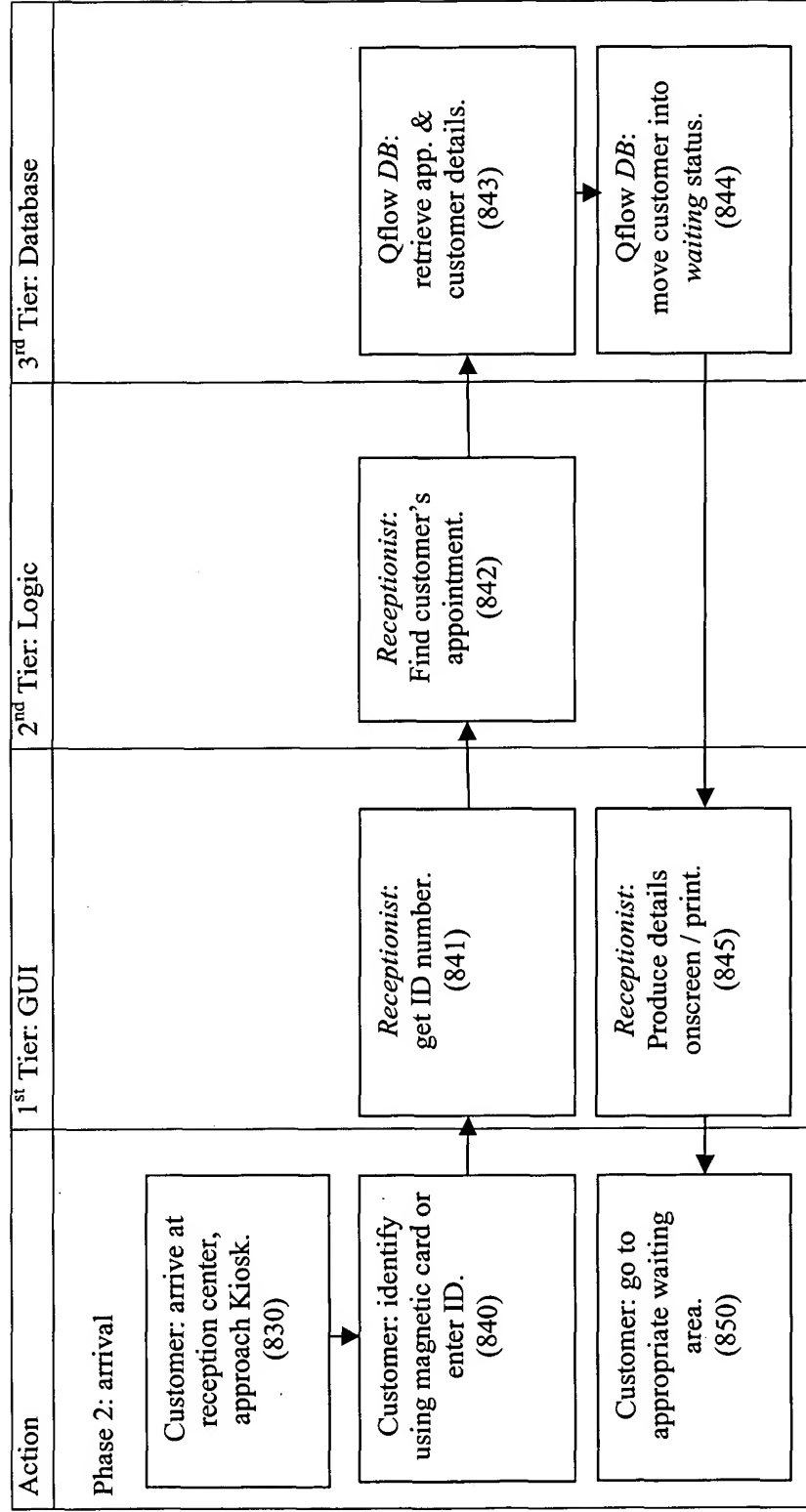


Fig. 8b

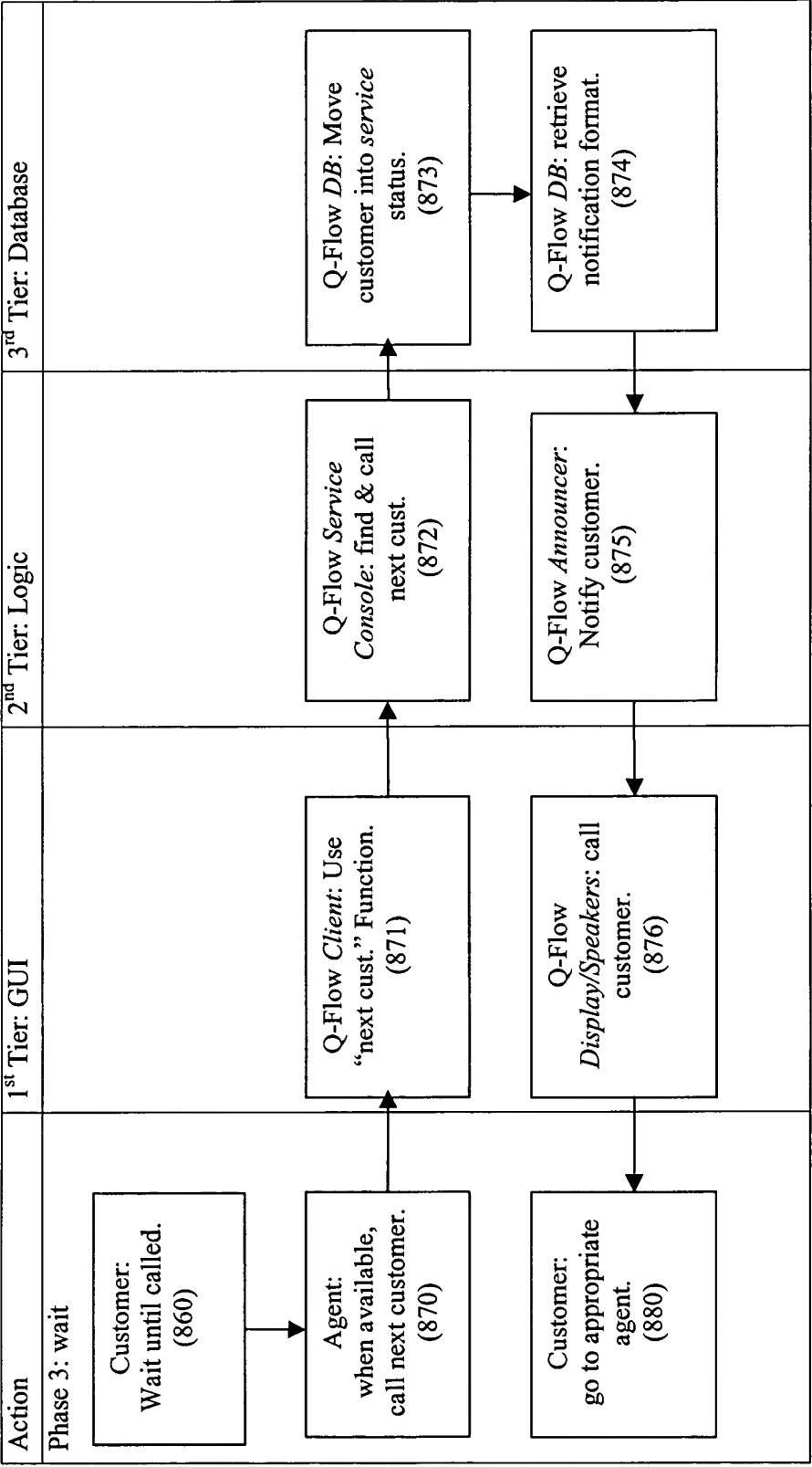


Fig. 8c

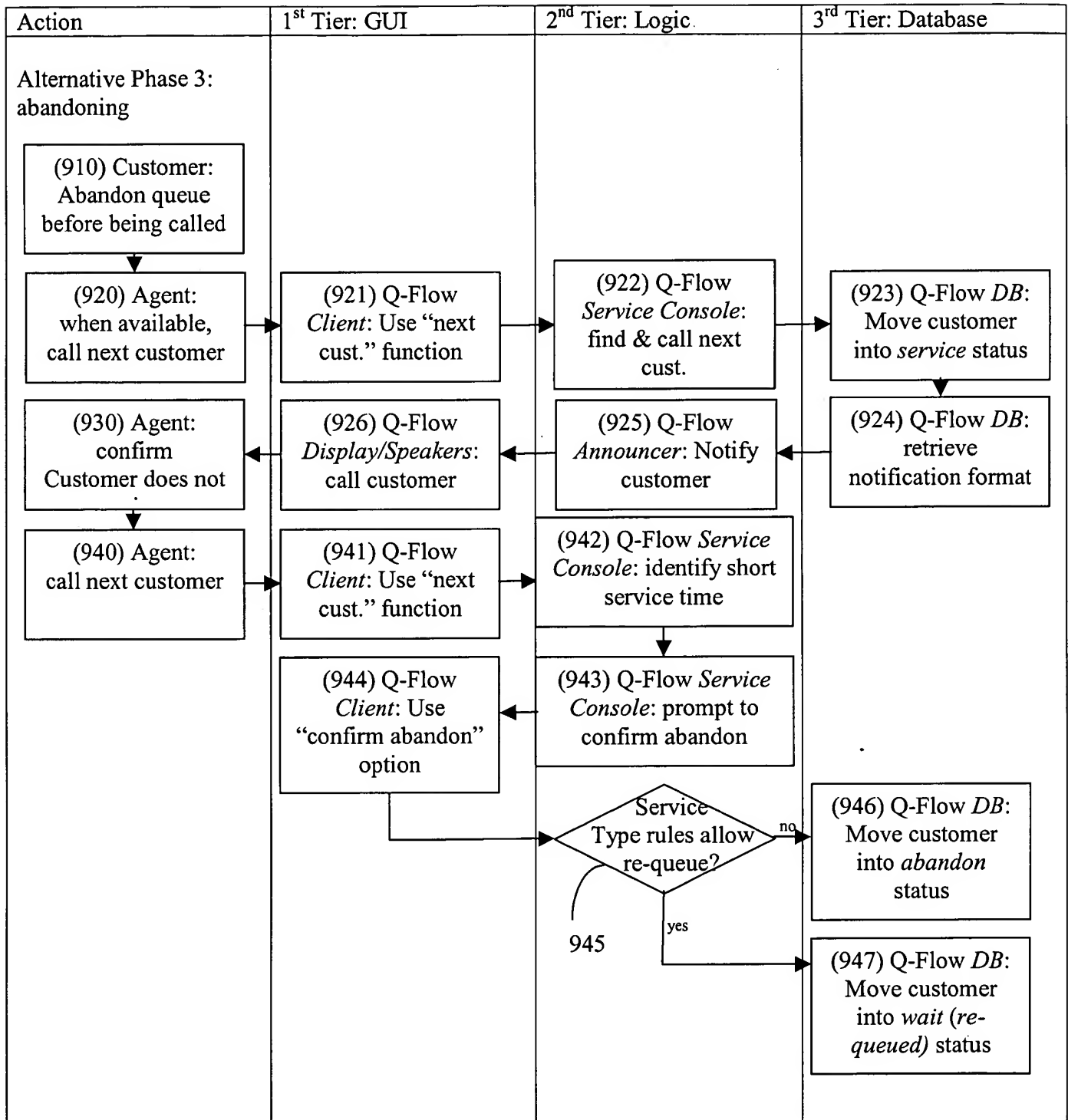


Fig. 8d

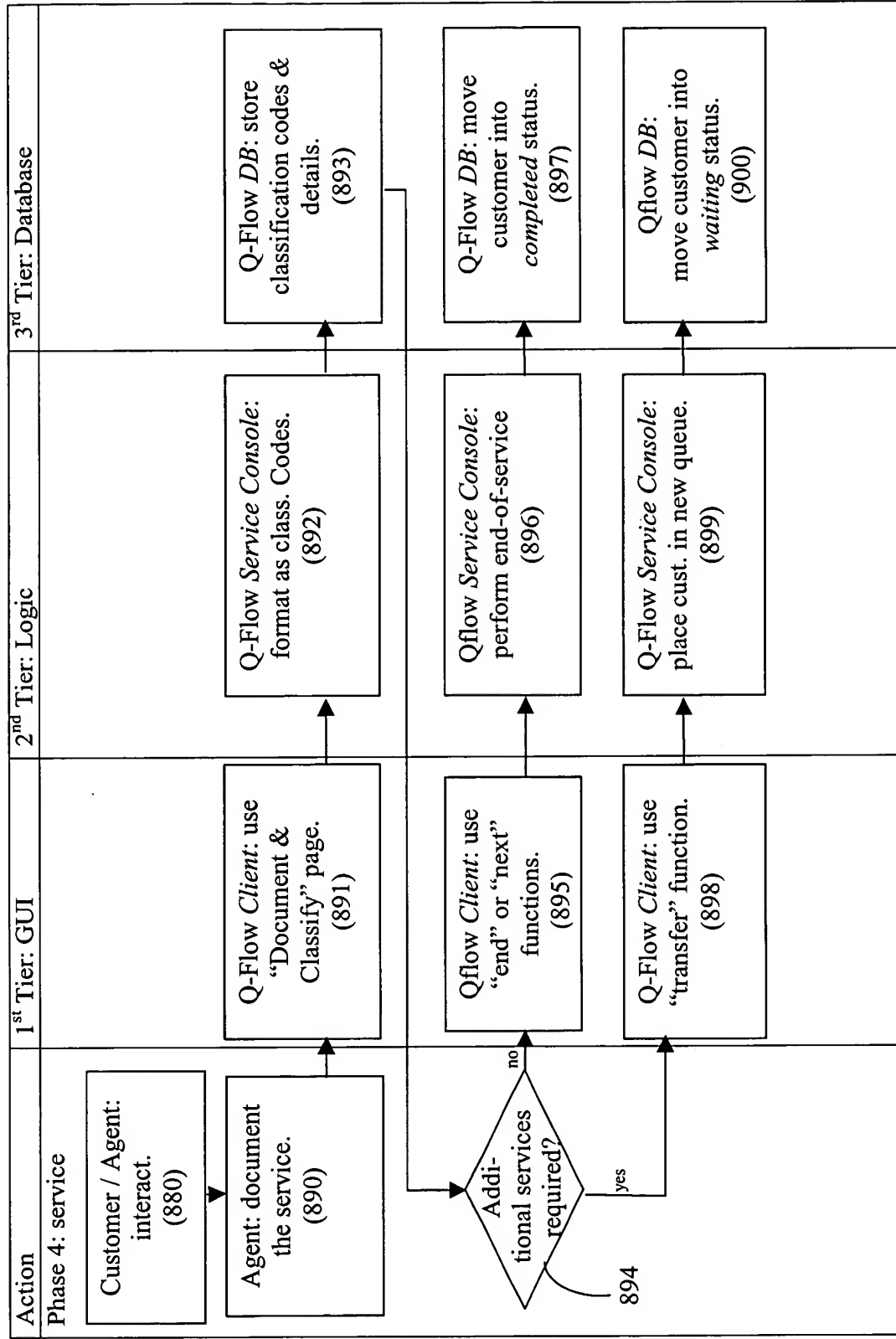


Fig. 8e